# COMMUNITY SERVICES INTEREST LIST USER GUIDE FOR THE LOCAL INTELLECTUAL AND DEVELOPMENTAL DISABILITY AUTHORITY



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#### **Introduction**

This user guide provides instructions for local intellectual and developmental disability authority (LIDDA) staff to add new records, view and update existing records, submit biennial contact information, and view and download reports in the Community Services Interest List (CSIL) application.

The CSIL application can only be accessed through the <u>Health and Human Services</u> (HHS) Enterprise Portal.

For more information on how to access CSIL, refer to the document titled, Registering for an HHS Enterprise Portal Account and Requesting Access to the Community Services Interest List (CSIL) Application Instructions for Local Intellectual Developmental Disability Authorities (LIDDAs) located on the HHS Enterprise Portal Web Help website.

**Tip:** For assistance with registration or access, contact the HHS Consolidated Help Desk at 512-438-4720 or 1-855-435-7181; TDD 711.

DISCLAIMER: ONLY FICTIOUS INFORMATION IS SHOWN IN THE SCREENSHOTS.

To recommend changes or updates to this document, send an email to <a href="mailto:InterestListPreEnroll\_LIDDAHelp@hhs.texas.gov">InterestListPreEnroll\_LIDDAHelp@hhs.texas.gov</a>.

# **User Groups**

The Health and Human Services Commission (HHSC) has authorized a security administrator for each local intellectual and developmental authority (LIDDA) to ensure proper access is assigned to their staff.

Each request for access is routed to the LIDDA's security administrator for the first level of approval. After the security administrator approves a request, it is routed to HHSC for a second level of approval.

HHSC has designated two user groups for LIDDA staff:

- ILLAINQUIRY This user group can only view records and download reports.
- **ILLA###ADDCLOSE¹** This user group can add new records, update existing records and download reports. If this user group is approved, ILLAINQUIRY must also be approved.

For more information, refer to the document titled, <u>Registering for an HHS</u>
<u>Enterprise Portal Account and Requesting Access to the Community Services</u>
<u>Interest List (CSIL) Application Instructions for Local Intellectual Developmental Disability Authorities (LIDDAs)</u> located on the <u>HHS Enterprise Portal Web Help</u> website.

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<sup>1 ###</sup> represents the LIDDAs component code

# **CSIL Home Page**

To open the **Community Services Interest List (CSIL) Home Page**, sign into the <u>HHS Enterprise Portal</u> and select **CSIL** in the **Applications** section.

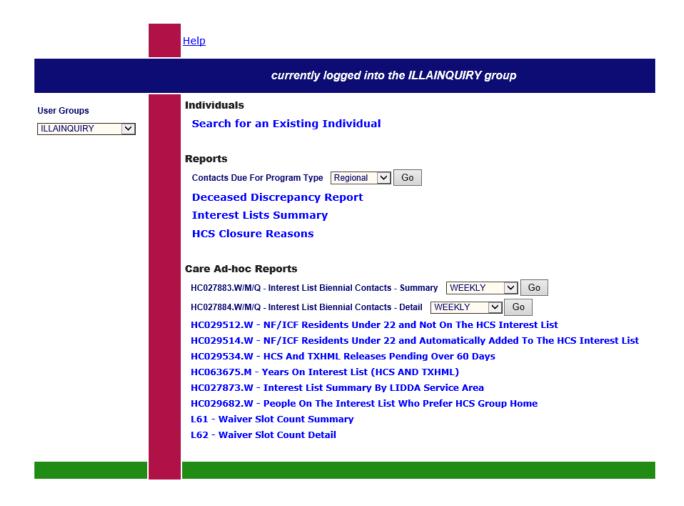


The options shown on the CSIL Home Page depend on the users approved access.

### **ILLAINQUIRY Home Page**

If the user is approved for **ILLAINQUIRY** only, the system opens to the inquiry home page. The **User Group** defaults to ILLAINQUIRY and cannot be changed. This user can only view records and download reports.

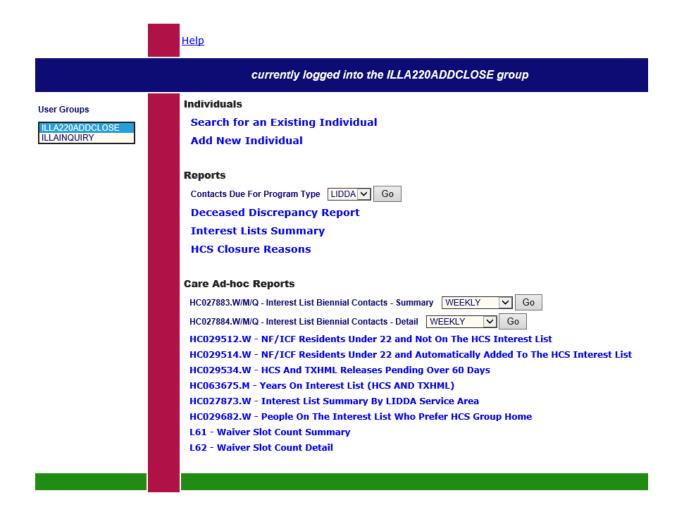
# **Community Services Interest Lists**



### ILLA###ADDCLOSE Home Page

If the user is approved for **ILLA###ADDCLOSE**, the system opens to the data entry home page. The **User Group** defaults to ILLA###ADDCLOSE. This user can add new records, view and update existing records, submit biennial contact information, and view and download reports.

# **Community Services Interest Lists**



# Search for an Existing Individual

On the **Community Services Interest List (CSIL) Home Page**, click **Search for an Existing Individual**.

The **Find Individual(s)** page is displayed.

# Find Individual(s)

Enter search criteria for Optional Search



**Tip:** Use the *Back* hyperlink at the top of the page to go to the previous page. Clicking the back arrow on the internet browser will close the application.

Home | Back | Help

# **Preferred Search**

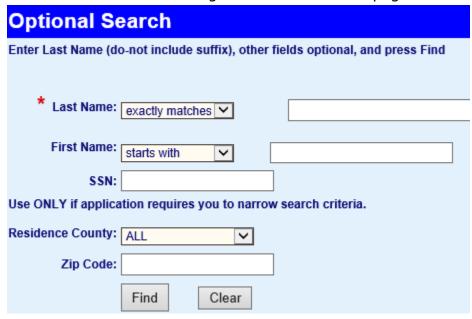
If the CSIL ID, CARE ID, or Medicaid Number is *known* use the **Preferred Search**. Enter the CSIL ID, CARE ID, or Medicaid Number and click **Find**.

Preferred Search				
Enter only <u>one</u> of the following and press Find				
Interest List ID: IL				
(leading zeroes optional)				
SSN:				
Medicaid #:				
CARE ID:				
	Find			

# **Optional Search**

If the CSIL ID, CARE ID or Medicaid Number are *unknown* use the **Optional Search**.

Screenshot showing the Find Individuals page



- Last Name (required): Defaults to exactly matches (recommended)
  However, if the exact spelling is unknown, change it to starts with and
  enter the first few letters of the last name.
- **First Name** (*optional*): Defaults to **starts with** (recommended).

Click **Find**. The **Search Results** page is displayed.

**Tip:** Before searching by SSN, view the social security card to verify the number. Only include Residence County or Zip Code in the search criteria if it is needed to narrow the search results.

#### **Too Many Potential Matches**

If the search results in more than 199 potential matches, a message is displayed.

Search found 8485 records which exceeds the maximum of 199 Please provide more information to narrow search or try 'exactly matches' for Name

Enter additional search criteria to narrow the search results.

#### **No Potential Matches**

If the search results in no matches, a message is displayed.

Optional Search: No match found for Last Name = ZZZ, Residence County = ALL entered, Additional search on Last Name 'ZZZ' only, found 0 matches

Enter different search criteria to try again or follow the instructions in the <u>Add New Individual</u> section.

#### **Potential Matches**

If there are no errors, a list of the **potential matches** is displayed. The search results displayed for ILLAInquiry user group only includes links to *view* the information.

#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKR', Residence County 'ALL' Sort By: Last Name Individuals 1 to 3 of 3 view all II 122248188 111111 Active 01/01/2000 LIMESTONE 111 STREET CITYNAME. <u>view</u> TEST. RKR NAME TEXAS. nity Services( HCS) 1792 of 1436, 138415 of 138417 HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/17/2022 04/17/2022 1523 of 1167, 122855 of 122854 HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/17/2022 04/17/2022 04/17/2022 view all LIMESTONE TEST. II 122248229 Active 222 Active 02/01/2000 333 ST CITY. TEXAS. <u>view</u> RKR HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/18/2022 04/18/2022 04/18/2022 Interested Home & Community Services (HCS) 04/17/2024 view all TEST. IL122248222 01/01/2001 LIMESTONE 111 ST CITY. TEXAS. Active 111 Active <u>view</u> RKRK HEART OF TEXAS REGION MHMR CENTER / LIMESTONE

Click **View All** on each record to open the **Individual Detail** page to determine if any of the potential matches belongs to the person.

The search results displayed for ILLA###AddClose user group includes links to *view* or *edit* the information.

#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKR', Residence County 'ALL' Sort By: Last Name Individuals 1 to 3 of 3 view all TEST, 111 STREET IL 122248188 111111 Active 01/01/2000 LIMESTONE CITYNAME. view edit NAME TEXAS. view edit Interested Home & Community Services (HCS) 1792 of 1436, 138415 of 138417 HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/17/2022 04/17/2022 04/17/2022 04/16/2024 TX Home Living( TXHML) 1523 of 1167, 122855 of 122854 HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/17/2022 04/17/2022 04/17/2022 04/17/2022 04/17/2022 view all TEST, IL122248229 Active 222 Active 02/01/2000 LIMESTONE 333 ST CITY, TEXAS, Yes view edit RKR view edit Interested Home & Community Services (HCS) HEART OF TEXAS REGION MHMR CENTER / LIMESTONE Add This Individual To: TX Home Living(TXHML) Go view all view edit TEST, IL122248222 Active Active 01/01/2001 LIMESTONE 111 ST CITY, TEXAS, RKRK view edit Interested Home & Community Services (HCS) HEART OF TEXAS REGION MHMR CENTER / LIMESTONE Add This Individual To: TX Home Living(TXHML) Go Add New Individual with Questionnaire ONLY

Click **View All** on each record to open the **Individual Detail** page to determine if any of the potential matches belongs to the person.

Add New Individual To: Home & Community Services(HCS) Go

#### Add a New CSIL Record

If none of the potential matches in the search results belong to the person, the local intellectual and developmental disability authority (LIDDA) can add a new Community Services Interest List (CSIL) record for the person.

First, the person must have an assigned Client Assignment and Registration system identification number (CARE ID) and local case number (LCN) with the local intellectual and developmental authority (LIDDA). If the person does not have a CARE ID, register the person in the CARE system. Then, assign a local case number in the CARE system.

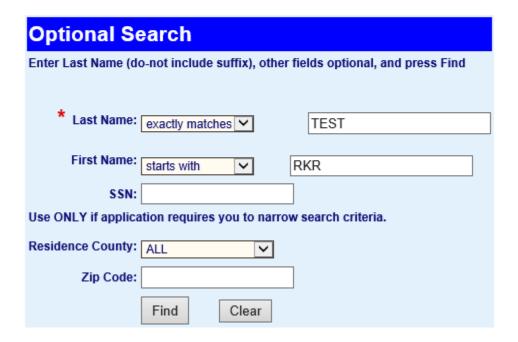
#### **Add New Individual**

On the home page, click **Add New Individual**.

The **Find Individual(s) Optional Search** page is displayed.

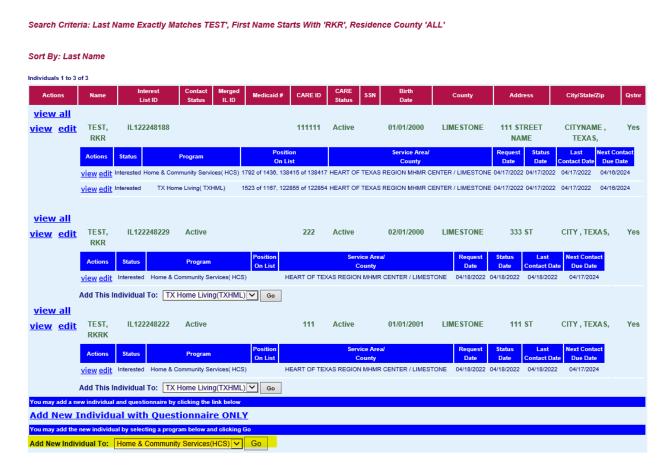
# Find Individual(s)

Enter search criteria for Optional Search



The system forces the user to perform a **Search for an Existing Individual** before adding the new record. Follow the instructions in the <u>Optional Search</u> section.

#### **Search Results**



If none of the potential matches in the search results belong to the person, scroll to the bottom of the **Search Results** page and, in the **Add New Individual To** field, select the desired program and click **Go**.

The **New Individual** page is displayed.

# **New Individual**

Create new individual. Add demographic and household information.

Personal Information					
* CARE ID:	CARE Status:				
* Last Name:	TEST Suffix:				
* First Name:	RKR Middle Name:				
Gender:	○ Male ○ Female • Unknown				
Ethnicity:	▼				
* Birth Date:	mmddyyyy				
SSN:					
Medicaid #:					
Age:					
* Address:					
* City:					
	TEXAS				
Zip Code:					
Email Address:					
* Residence County:					
Phone Number:					
Living Arrangement:					
	<u> </u>				
If at home, Age of main caregiver:  Do You think a move out of the home will be required within 1 Yr:  Yes No • Unknown					
Preferred HCS Living:					
When does person want service(s):	<u> </u>				
Facility Name:					
Date Admitted:					
	○Yes ○No ○Pending ●Unknown				
	○Yes ○No ●Unknown				
* Community Services Received:	Unknown				
·	None				
Individual encides in an Antino Military	AFC Tousehold:				
Individual resides in an Active Military  Individual Comments His					
individual Confinents Ins	individual confinence.				
	^				
	V				
	Next				

Enter the information from <u>Form 8591</u>, Community Services Interest List (CSIL) Data Entry Form on the **New Individual** page.

A red asterisk (\*) indicates a system required field. However, LIDDAs must enter information in all fields.

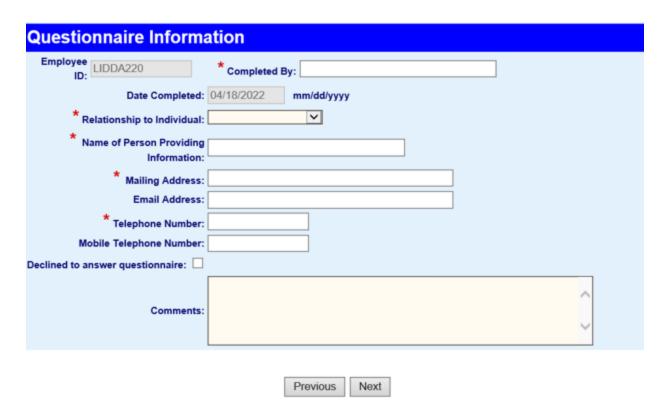
- CARE ID
- Last Name, First Name
- Gender
- Ethnicity
- Birth Date
- Address (Street, City, State, Zip Code)
- Residence County
- Phone Number
- Living Arrangement:
  - ➤ If at home, age of main care giver (required only if living arrangement is family or friend. An estimated age is acceptable.)
  - Do you think a move out of the home will be required within 1 year? (required only if living arrangement is family or friend.)
- When does person want service(s)?
- Receiving SSI (Supplemental Security Income)?
- Receiving Medicaid?
- Community Services Received
- Individual Comments (describe the action being taken on the CSIL record)
- SSN (first view the social security card to verify the number)
- Medicaid # (first confirm the number in CARE screen C63, Medicaid Eligibility Search or in the Medicaid Eligibility Service Authorization Verification (MESAV) system)
- Email Address (*if applicable*)
- Facility Name (required only if the person is residing in a facility or was recently discharged from a facility)
- Date Admitted (required only if the person is residing in a facility or was recently discharged from a facility)
- Date Discharged (required only if the person was recently discharged from a facility)
- Active Military (required only if the person is a member of an active military family)
- Click Next.

The **Questionnaire for Waiver Program Interest List** page is displayed.

#### **Add New Questionnaire**

Enter the information from <u>Form 8577</u>, Questionnaire for LTSS Waiver Program Interest Lists on the **Questionnaire for Waiver Program Interest List** page.

# Questionnaire for Waiver Program Interest Lists



A full screenshot is not provided due to the size of the page.

A red asterisk (\*) indicates a system required fields. However, LIDDAs must enter information in all fields.

- Relationship to Individual
- Name of Person Providing Information
- Mailing Address (for the person providing information)
- Email Address (for the person providing information)
- Telephone Number (for the person providing information)

- Mobile Telephone Number (for the person providing information)
- Declined to answer the questionnaire (required only if the person does not want to participate in the questionnaire)
  - > Comments (required if Decline to answer questionnaire is checked). Enter the reason the person gave for declining.
- Answer questions 1 18 (required unless Decline to answer questionnaire is checked)
- Click **Next**.

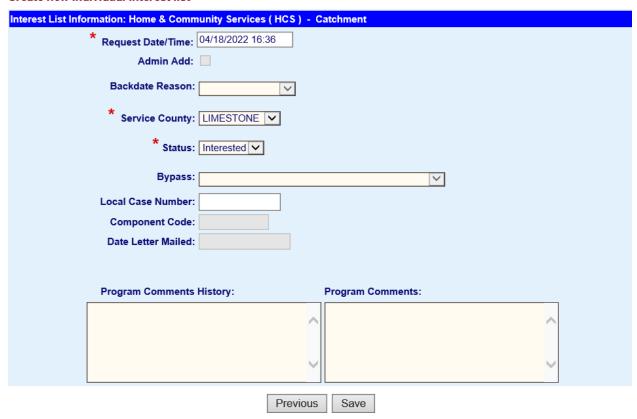
The **New Interest List** page is displayed.

#### **New Interest List**

If the person wants to be on the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) interest lists, complete the following steps for both programs.

# **New Interest List**

#### Create new individual interest list



A red asterisk (\*) indicates a system required fields. However, LIDDAs must enter information in all fields.

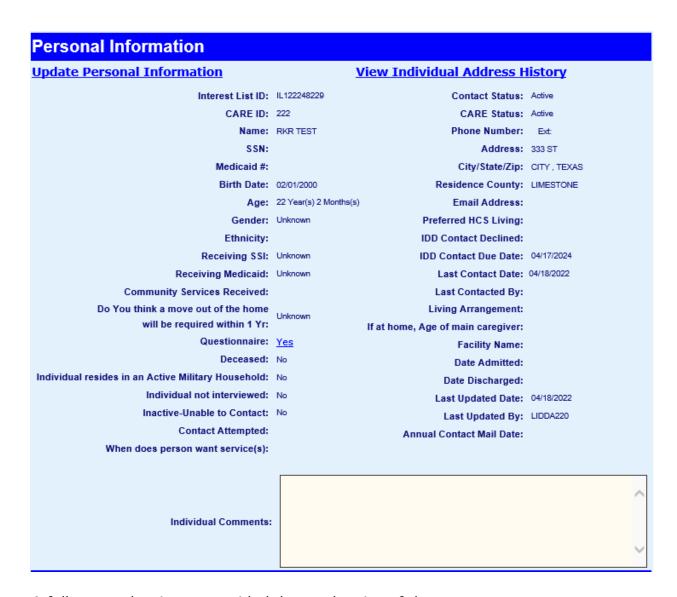
- Request Date/Time auto-populated with the current date/time
  - In accordance with the <u>Local Intellectual and Developmental Authority</u> (<u>LIDDA</u>) <u>Handbook</u>, the interest list request date must match the person or primary correspondent's signature date on <u>Form 8648</u>, Identification of Preferences.
    - If there are 59 calendar days or less between the signature date on Form 8546 and the data entry date, change the date in the **Request Date/Time** field to match the signature date on Form 8648.
    - If there are 60 calendar days or more between the signature date on Form 8648 and the data entry date, <u>DO NOT</u> change the date in the Request Date/Time field and, submit Form 8571, Request to Change

Interest List Information for Home and Community-based Services (HCS) or Texas Home Living (TxHmL) to liddarequests@hhs.texas.gov.

- For detailed information on this process, refer to <u>Local Intellectual</u> and <u>Developmental Authority (LIDDA) Handbook</u>.
- Backdate reason (required if the **Request Date/Time** is changed)
- Service County (auto-populated with the county of residence on the **Personal Information** page).
  - Do not change the service county when adding a new interest list. After the record is added, if the county needs to be changed, follow the instructions in the <u>Updating Individual Address and/or Residential County</u> section.
- Status (*defaults to Interested*)
  - Do not change the status when adding a new interest list. After the record is added, if the status needs to be changed, follow the instructions in the <u>Updating Interest List</u> section.
- Local Case Number enter the local case number that was assigned in the Client Assignment and Registration (CARE) system.
- Click Save.

The **Individual Detail** page is displayed.

# **Individual Detail**



A full screenshot is not provided due to the size of the page.

# **Update an Existing CSIL Record**

The local intellectual and developmental disability authority (LIDDA) can update an existing Community Services Interest List (CSIL) record to add or update a program interest list, update the demographic and personal information, or update the questionnaire.

#### **Add Individual to Program**

The local intellectual and developmental disability authority (LIDDA) can add a program's interest list to an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, at the end of the person's existing record, in the **Add This Individual To** field select the program being added and click **Go**.

#### Search Results

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKR', Residence County 'ALL'



The **Add Individual to Program** page is displayed.

# **Add Individual To Program**

Update TEST, RKR, IL122248229 demographic and household information

Personal Information				
Interest List ID:	IL122248229	Contact Status: Active		
* CARE ID:	222	CARE Status: Active		
* Last Name:	TEST	Suffix: 🔽		
* First Name:	RKR	Middle Name:		
Gender:	○ Male ○ Fema	le • Unknown		
Ethnicity:		▽		
* Birth Date:	02/01/2000	mmddyyyy		
SSN:				
Medicaid #:				
Age:	22 Year(s) 2 Months	(s)		
Would you like to modify the individual	address:	View Individual Address History		
* Address:	333 ST			
* City:	CITY			
* State:	TEXAS	<u></u>		
Zip Code:				
Email Address:				
* Residence County:	LIMESTONE	2		
Phone Number:		Ext:		
Living Arrangement:		<u> </u>		
If at home, Age of main caregiver:		<del></del>		
Do You think a move out of the home w	ill be required within 1	Yr: O Yes O No O Unknown		
Preferred HCS Living:		<u> </u>		
When does person want service(s):				
Facility Name:				
Date Admitted:		Date Discharged:		
		Pending ® Unknown		
	○Yes ○No ●U	Inknown		
Community Services Received:	None	<b>_</b>		
AFC				
Individual resides in an Active Military E Individual Comments History:	louselloid.	Individual Comments:		
^				
Y Y				
Next				
		28		

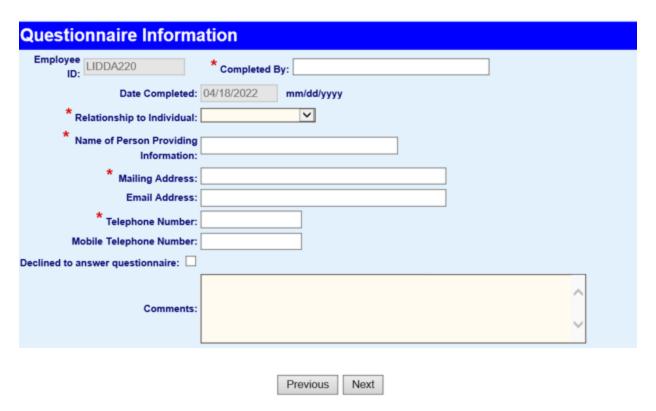
On the **Add Individual to Program** page, review the existing information and make any necessary changes.

A red asterisk (\*) indicates a system required fields. However, LIDDAs must enter information in all fields.

- Request Date/Time auto-populated with the current date/time
  - ➤ In accordance with the <u>Local Intellectual and Developmental Authority</u> (<u>LIDDA</u>) <u>Handbook</u>, the interest list request date must match the person or primary correspondent's signature date on <u>Form 8648</u>, Identification of Preferences.
    - If there are 59 calendar days or less between the signature date on Form 8546 and the data entry date, change the date in the **Request Date/Time** field to match the signature date on Form 8648.
    - If there are 60 calendar days or more between the signature date on Form 8648 and the data entry date, <u>DO NOT</u> change the date in the **Request Date/Time** field and, submit <u>Form 8571</u>, Request to Change Interest List Information for Home and Community-based Services (HCS) or Texas Home Living (TxHmL) to <u>liddarequests@hhs.texas.qov</u>.
      - For detailed information on this process, refer to <u>Local Intellectual</u> <u>and Developmental Authority (LIDDA) Handbook</u>.
- Backdate reason (required if the **Request Date/Time** is changed)
- Service County (auto-populated with the county of residence on the **Personal Information** page).
  - Do not change the service county when adding a new interest list. After the record is added, if the county needs to be changed, follow the instructions in the <u>Updating Individual Address and/or Residential County</u> section.
- Status (*defaults to Interested*)
  - Do not change the status when adding a new interest list. After the record is added, if the status needs to be changed, follow the instructions in the Updating Interest List section.
- Local Case Number enter the local case number that was assigned in the Client Assignment and Registration (CARE) system.
- Click Save.

The Questionnaire for Waiver Program Interest List page is displayed.

# Questionnaire for Waiver Program Interest Lists



A full screenshot is not provided due to the size of the page.

Follow the instructions in the <u>Add New Questionnaire</u> section or, if there is an existing questionnaire, follow the instructions in the <u>Updating a Questionnaire</u> section.

If applicable, repeat the steps in this section to add the other program.

#### **Update Personal Information**

Add New Individual To: Home & Community Services(HCS) Go

The local intellectual and developmental disability authority (LIDDA) can update the demographic and personal information on an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, click **Edit** on the main CSIL record to open the **Update Individual** page.

Another option is to click **View All** to open the **Individual Detail** page, Then, click **Update Personal Information**.

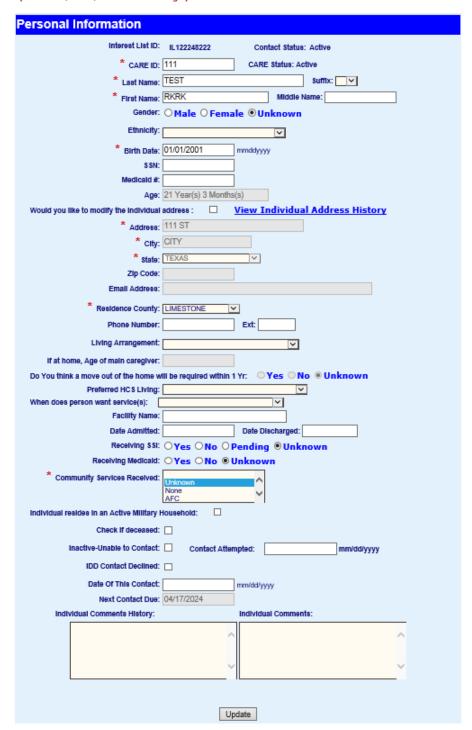
#### Search Results

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL' Sort By: Last Name Individual 1 of 1 view all view edit TEST, IL122248222 01/01/2001 LIMESTONE Active 111 Active RKRK view edit Interested Home & Community Services (HCS) HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/18/2022 04/18/2022 04/18/2022 04/18/2022 Add This Individual To: TX Home Living(TXHML) V Go Add New Individual with Questionnaire ONLY You may add the new individual by selecting a program below and clicking Go

**Tip**: <u>Do not</u> click **Edit** on a program's interest list record. This will only allow the LIDDA to update the information for that specific program's interest list.

# **Update Individual**

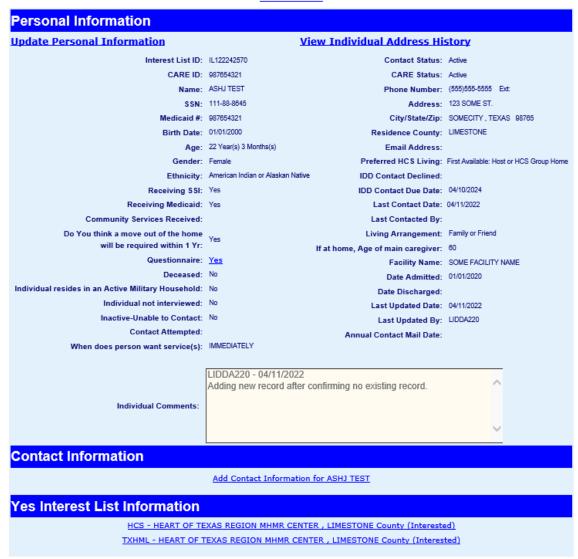
Update TEST, RKRK, IL122248222 demographic and household information



Make the necessary changes and click **Update**. The **Personal Detail** page is displayed.

# **Personal Detail**

#### view all



**Tip**: To review current and historical address information, click **View Individual Address History**.

#### **Update Individual Address and/or Residential County**

The local intellectual and developmental disability authority (LIDDA) can update the address and/or residential county on an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, click **Edit** on the main CSIL record to open the **Update Individual** page.

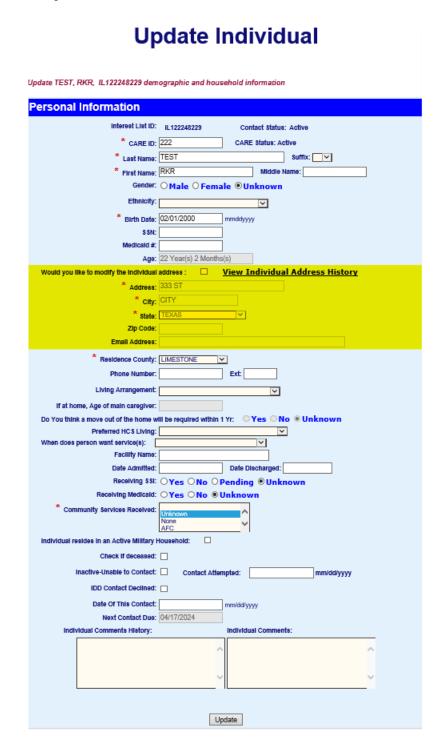
Another option is to click **View All** to open the **Individual Detail** page, Then, click **Update Personal Information**.

#### Search Results

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL' Sort By: Last Name Individual 1 of 1 Actions CARE ID view all view edit TEST, II 122248222 01/01/2001 Active 111 Active LIMESTONE 111 ST CITY. TEXAS. Yes RKRK HEART OF TEXAS REGION MHMR CENTER / LIMESTONE 04/18/2022 04/18/2022 04/18/2022 Add This Individual To: TX Home Living(TXHML) V Go Add New Individual with Questionnaire ONLY Add New Individual To: Home & Community Services(HCS) Go

**Tip**: <u>Do not</u> click **Edit** on a program's interest list record. This will only allow the LIDDA to update the information for that specific program's interest list.

On the **Update Individual** page, check the checkbox next to the question **Would** you like to modify the individual address?



This enables the address fields for the LIDDA to edit the address.

#### **Transferring a CSIL Record**

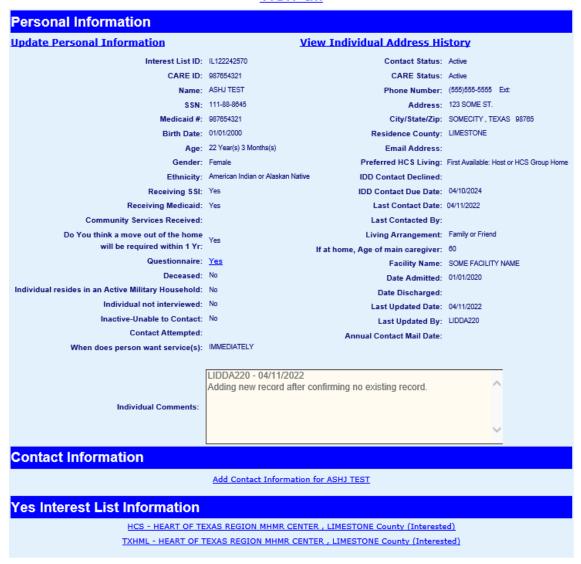
If the person moved to a new county, update the **Residence County** field also.

- If the new **Residence County** is in a different LIDDA's local service area, the CSIL record is transferred to the new LIDDA.
  - ➤ For information about when to transfer an interest list record, refer to refer to Local Intellectual and Developmental Authority (LIDDA) Handbook.
  - ➤ If the new LIDDA wants to assign a different local case number, the new LIDDA must assign a local case number in the Client Assignment and Registration (CARE) system.
  - > To change the local case number in CSIL, the new LIDDA must follow the instructions in the Update Interest List section.

**Tip**: To transfer a CSIL record, the **Residence County** must be changed on the **Personal Information** page. Changing the **Service County** on a specific interest list will only transfer that program's interest list.

#### **Personal Detail**

#### view all



# Update Contact Information The local intellectual and developmental disability authority (LIDDA) can add a new contact, update an existing contact or delete a contact.

#### **Add a New Contact**

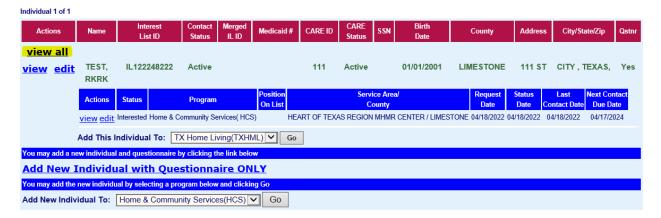
The local intellectual and developmental disability authority (LIDDA) can add a new contact to an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, click **View All** on the person's main CSIL record to open the **Individual Detail** page.

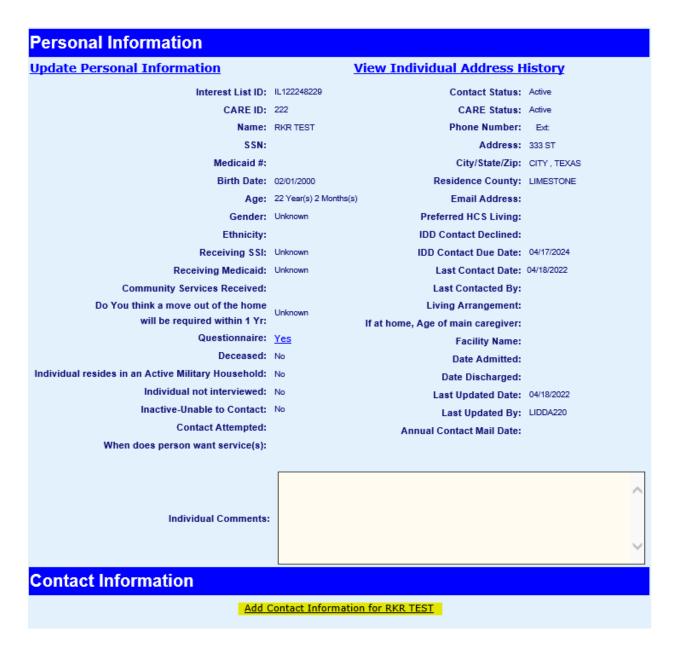
#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL'

#### Sort By: Last Name



#### **Individual Detail**



On the **Individual Detail** page, in the **Contact Information** section, click **Add Contact Information for** (person's name). The **New Contact** page is displayed.

#### **New Contact**

Enter new contact information for ASHJ TEST, IL122242570



A red asterisk (\*) indicates a system required field. However, LIDDAs must enter information in all fields.

- Contact Type
- Name
- Address (including city, state, and zip code)
- Home Phone (if there is no home phone number, enter a mobile phone number or other primary phone number)

Click Save.

#### **Update an Existing Contact**

The local intellectual and developmental disability authority (LIDDA) can update a contact to an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, click **View All** on the person's main CSIL record to open the **Individual Detail** page.

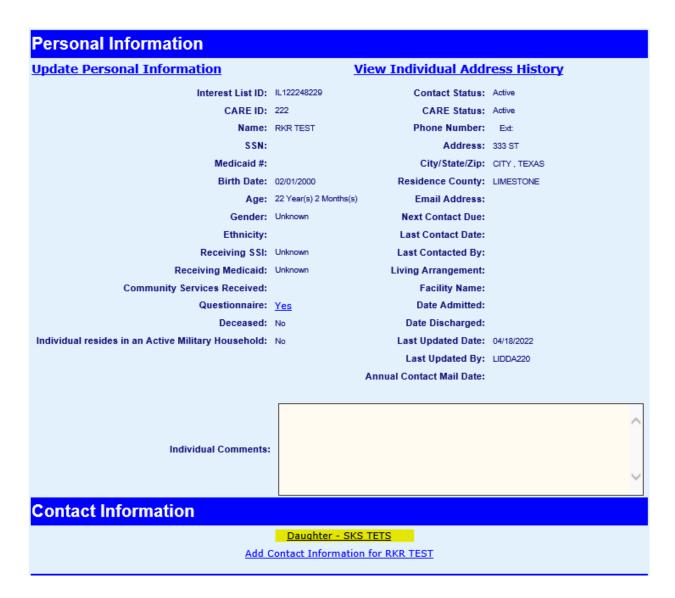
#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL'

#### Sort By: Last Name



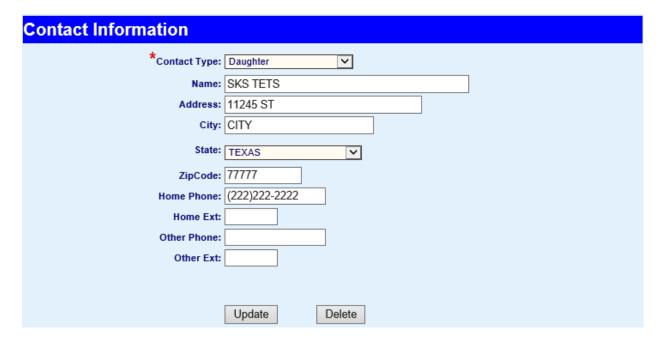
#### Individual Detail



On the **Individual Detail** page, in the **Contact Information** section, click the name of the contact being updated. The **Update Contact** page is displayed.

# **Update Contact**

Make changes to a contact for RKR TEST, IL122248229



A red asterisk (\*) indicates a system required field. However, LIDDAs must enter information in all fields.

- Contact Type
- Name
- Address (including city, state, and zip code)
- Home Phone (if there is no home phone number, enter a mobile phone number or other primary phone number)

Click Save.

#### **Delete a Contact**

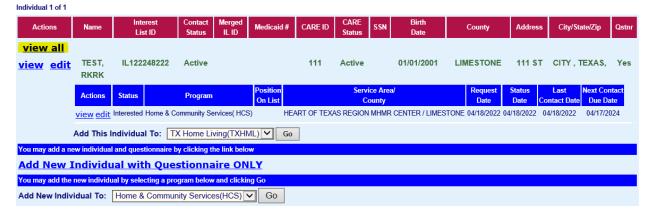
The local intellectual and developmental disability authority (LIDDA) can delete a contact to an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, click **View All** on the person's main CSIL record to open the **Individual Detail** page.

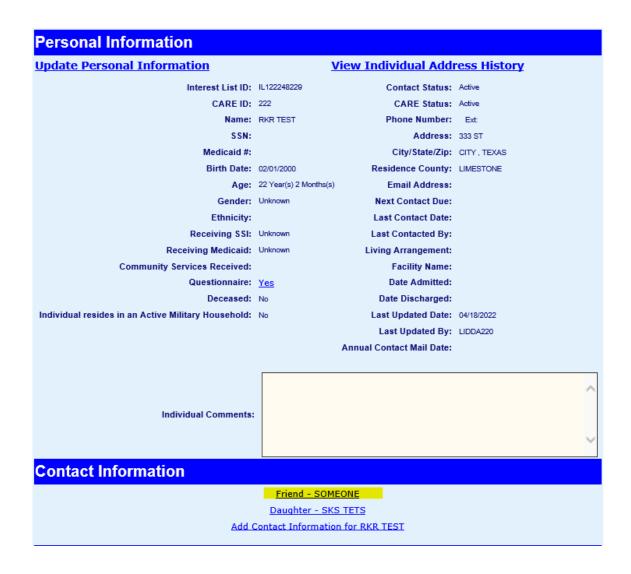
#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL'

#### Sort By: Last Name



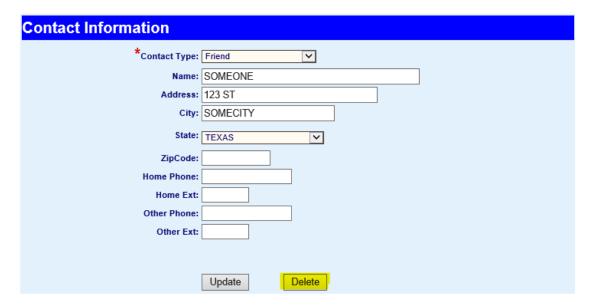
#### **Individual Detail**



On the **Individual Detail** page, in the **Contact Information** section, click the name of the contact being deleted. The **Update Contact** page is displayed.

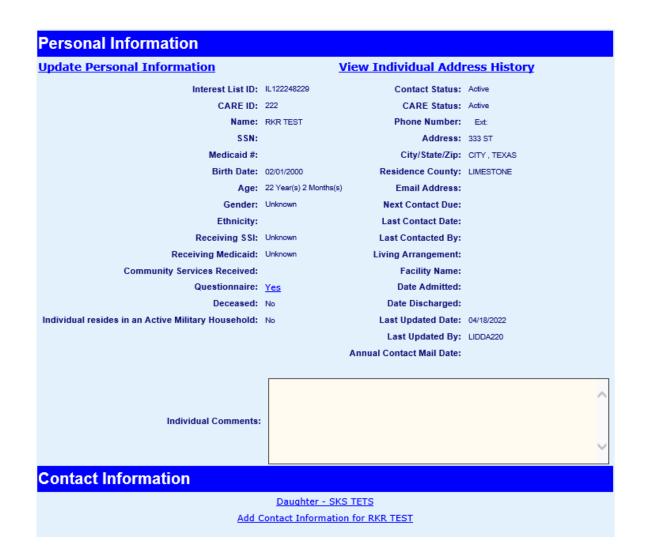
## **Update Contact**

Make changes to a contact for RKR TEST, IL122248229



Click **Delete**. The **Individual Detail** page is displayed.

#### **Individual Detail**



#### **Update a Questionnaire**

The local intellectual and developmental disability authority (LIDDA) can update a questionnaire on an existing Community Services Interest List (CSIL) record.

On the **Search Results** page, clicking **View All** to open the **Individual Detail** page.

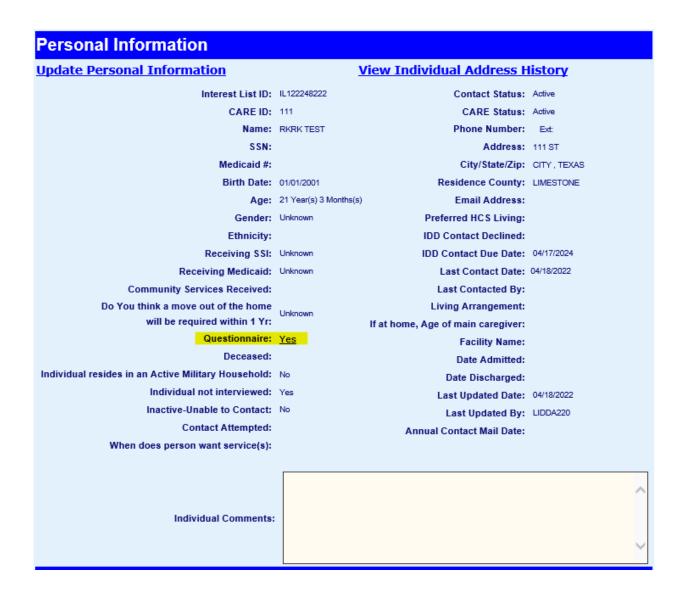
#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL'

#### Sort By: Last Name



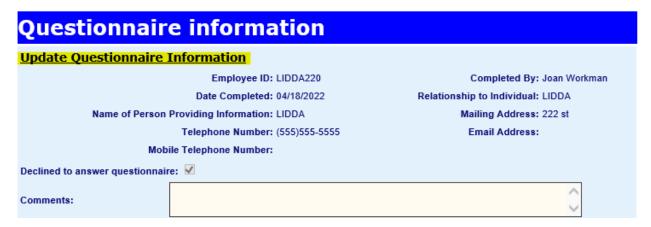
#### **Individual Detail**



Go to the field labeled **Questionnaire** and click **Yes**. The **Questionnaire for Waiver Program Interest Lists** page is displayed.

# Questionnaire for Waiver Program Interest Lists

Questionnaire information for TEST, RKRK, IL122248222

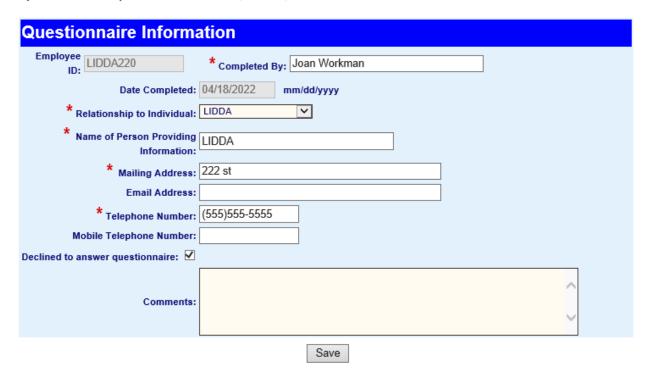


A full screenshot is not provided due to the size of the page.

Click **Update Questionnaire Information**. The **Update Questionnaire for Waiver Program Interest Lists** page is displayed.

# Update Questionnaire for Waiver Program Interest Lists

Update individual questionnaire for TEST, RKRK, IL122248222



A full screenshot is not provided due to the size of the page.

Review all the information and make the necessary changes.

A red asterisk (\*) indicates a system required field. However, LIDDAs must enter information in all fields.

Enter the following information as it pertains the person who is providing the information to the LIDDA:

- Relationship to Individual
- Name of Person Providing Information
- Mailing Address
- Telephone Number

- Initial action taken
- Declined to answer the questionnaire (check this box <u>ONLY</u> if the person does not want to participate in the questionnaire)
- Comments enter the reason the person declined (if applicable).

Click **Save**. The **Individual Detail** page is displayed.

#### **Update an Interest List**

The local intellectual and developmental disability authority (LIDDA) can update the information on the Home and Community-based Services (HCS) or Texas Home Living (TxHmL) interest lists.

On the **Search Results** page, click **View All** to open the **Individual Detail** page.

#### **Search Results**

Search Criteria: Last Name Exactly Matches TEST', First Name Starts With 'RKRK', Residence County 'ALL'

#### Sort By: Last Name



#### Individual Detail

#### Personal Information **Update Personal Information View Individual Address History** Interest List ID: IL122248222 Contact Status: Active CARE ID: 111 CARE Status: Active Name: RKRK TEST Phone Number: Ext SSN: Address: 111 ST Medicaid #: City/State/Zip: CITY, TEXAS Birth Date: 01/01/2001 Residence County: LIMESTONE **Email Address:** Age: 21 Year(s) 3 Months(s) Preferred HCS Living: Gender: Unknown Ethnicity: **IDD Contact Declined:** IDD Contact Due Date: 04/17/2024 Receiving SSI: Unknown Receiving Medicaid: Unknown Last Contact Date: 04/18/2022 Community Services Received: Last Contacted By: Do You think a move out of the home Unknown Living Arrangement: will be required within 1 Yr: If at home, Age of main caregiver: Questionnaire: Yes **Facility Name:** Deceased: Date Admitted: Individual resides in an Active Military Household: No Date Discharged: Individual not interviewed: Yes Last Updated Date: 04/18/2022 Inactive-Unable to Contact: No Last Updated By: LIDDA220 Contact Attempted: **Annual Contact Mail Date:** When does person want service(s): Individual Comments: Contact Information Add Contact Information for RKRK TEST Interest List Information HCS - HEART OF TEXAS REGION MHMR CENTER, LIMESTONE County (Interested) , LIMESTONE County (Interested) Home & Community Services( HCS) -Update Interest List Information

Scroll to the bottom of the page. In the **Interest List Information** section, find the specific program and click **Update Interest List Information**. The **Update Interest List** page is displayed.

## **Update Interest List**

Update TEST, RKRK, IL122248222 interest list information

Home & Community Services (HCS) - HEAR	OF TEXAS REGION MHMR CENTER, LIMESTONE County (Interested)
* Request Date/Time:	04/18/2022 16:11
Admin Add:	
Backdate Reason:	<u> </u>
* Service County:	LIMESTONE V
* Status:	Interested <
Bypass:	✓
Slot Type:	
Local Case Number:	
Component Code:	220
Next Contact Due:	04/17/2024
Date Letter Mailed:	
Date Released:	
Date Assigned/Pre-Enrolled:	
Date Closed:	
Closure Reason:	<u> </u>
Program Comments History:	Program Comments:
	Save will not be complete until this button is pressed



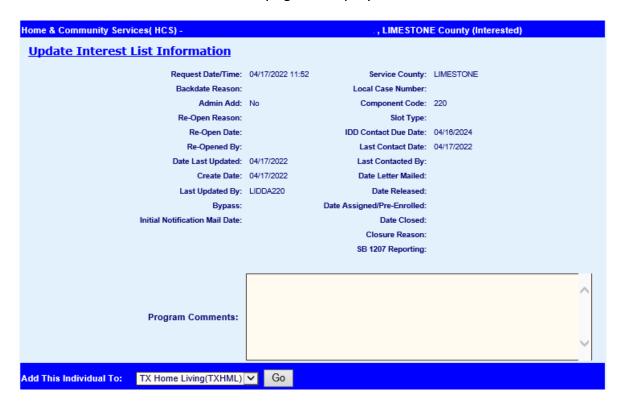
A red asterisk (\*) indicates a system required field. However, LIDDAs must enter information in all fields.

- Request Date/Time auto-populated with the person's request date. Do not change the request date when updating the program's interest list record.
- Service County This field is prefilled with county of residence on the
   Personal Information page. If it is incorrect, do not change it on this page.

   Follow the instructions in the <u>Updating Individual Address and/or Residential</u>
   County section.
- Status This field defaults to **Interested**. For information about when change an interest list status, refer to refer to <u>Local Intellectual and</u> <u>Developmental Authority (LIDDA) Handbook</u>.
- Local Case Number This field is prefilled with the local case number previously entered. If it is incorrect, it can be changed here. However, it must match the local case number for the LIDDA that is assigned in the Client Assignment and Registration (CARE) system.
- Date Closed If the LIDDA changes the Status field, this field is autopopulated with the current date.
- Closure Reason If the LIDDA changes the Status field, this field is enabled and required. The LIDDA must select the applicable closure reason. Refer to refer to Local Intellectual and Developmental Authority (LIDDA) Handbook.

 Program Comments - Each time the LIDDA changes a person's interest list record, the LIDDA must enter a comment to <u>clearly</u> describe the change and the reason for the change.

Click Save. The Individual Detail page is displayed.



**Tip**: If applicable, follow this process to update the information on the other program's interest list.

#### **Biennial Contacts**

The LIDDA can update information on a Community Services Interest List (CSIL) record at any time. However, during each term of the LIDDA Performance Contract, LIDDAs are required to contact each person on the Home and Community-based Services (HCS) and Texas Home Living (TxHmL) interest lists whose interest list status is **Interested** unless the record is marked as **Inactive**.

The LIDDA is required to determine if any updates need to be made in CSIL. If so, the LIDDA must follow the instruction in the <u>Updating an Existing CSIL Record</u> section.

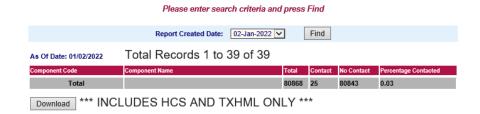
For detailed information about the requirements for biennial contact, refer to refer to <u>Local Intellectual and Developmental Authority (LIDDA) Handbook</u>.

There are weekly, monthly, and quarterly reports available on the CSIL home page to assist the local intellectual and disability authority (LIDDA) with meeting their biennial contact requirements. To ensure the most current information is generated for the report, select **Weekly** in the drop-down menu and click the **Go** button.

#### HC027883.W/M/Q-Interest List Biennial Contacts-Summary

This report provides the total number of contacts required for the biennium, the total number of contacts completed, the total number of contacts not yet completed, and the percentage completed. This is the report is used to measure the LIDDA's Biennial Contact performance.

### Year-to-Date Counts of Individuals on the Interest List for Services Requiring Biennial Contact (Report No: HC027883 W)



The **Report Created Date** can be used to view past versions of the report. Select the desired date from the dropdown list and click the **Find** button.

Click the **Download** button to download the report in MS Excel format.

This is a summary report. For detailed information, view the <u>HC027884.W/M/Q-Interest List Biennial Contacts-Detail</u> report.

#### HC027884.W/M/Q-Interest List Biennial Contacts-Detail

This report provides detailed information about each contact required during the biennium.

The person's identifying information, contact information, contact status, program, interest list date, interest list status, status date, and last contact date is displayed.

The far right column shows whether the person has been **Contacted** or **Not Contacted**.

### Year-To-Date Report of Individuals on the Interest List Requiring Biennial Contact (Report No: HC027884\_W)

		1	Please enter search ci	nteria and press ri	na				
			Report Created Date:	02-Jan-2022 🗸	,				
	Se	ervice Area:			<b>V</b>	Find			
As Of Date: 01/02/20	22								
Unique Individuals C	On Interest list: 847	Individuals	On HCS & TXHML Interes	t list: 1 to 1,498 of 1,4	98				
Component Code:									
Interest List ID CARE II	) Name	Contact Status	Address City/State/Zip	Phone Number Program	Request Date	ocal Case Number	status Date C	Last ontact Date	Biennial Status
Individuals On Intere	est list: 847 Contacted [	Ouring Biennium	: 5 Not Contacted Durin	ng Biennium: 842	Percent Conta	cted: 0.59			
Grand Total of Indiv	iduals On Interest list: 808	68 Contacted	During Biennium: 25	Not Contacted During	Biennium: 80	843 Perce	nt Contacted: 0	.03	
	Download								

The **Report Created Date** can be used to view past versions of the report. Select the desired date from the dropdown list and click the **Find** button.

Click the **Download** button to download the report in MS Excel format.

The **Service Area** can be used to narrow the list to a specific LIDDA. Select the desired LIDDA from the dropdown list and click the **Find** button.

#### **Contacts Due for Program Type**

On the Community Services Interest List (CSIL) Home Page, select LIDDA in the **Contacts Due for Program Type** field, and click the **Go** button. The **Criteria for Contacts Due** page is displayed.

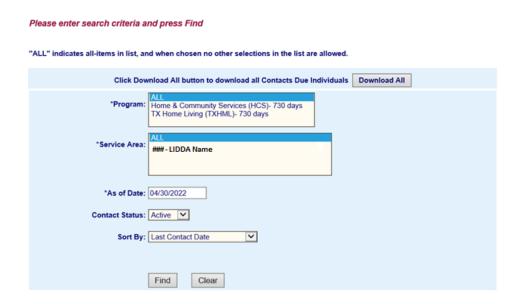
The LIDDA must use the **Contact Due tool** on the CSIL Home Page to add the biennial contact information.

#### **Criteria for Contacts Due**

Select the desired filtering criteria in the **Programs**, **Service Area**, **Contact Status**, **and Sort By** fields and click the **Find** button. The **Contacts Due As of** page is displayed.

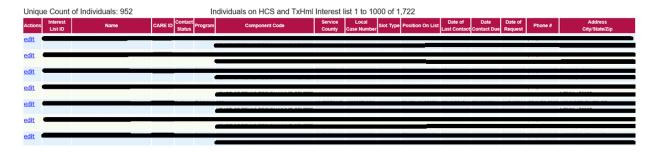
**Tip**: To view the report in MS Excel, click the **Download All** button before clicking **Find**.

#### **Criteria for Contacts Due**



**Tip:** To generate a list of people who have not been contacted during the current performance contract period, select **ALL** in the **Program** field and enter the last day of the current biennium in the **As of Date** field. Example: 08/31/2023

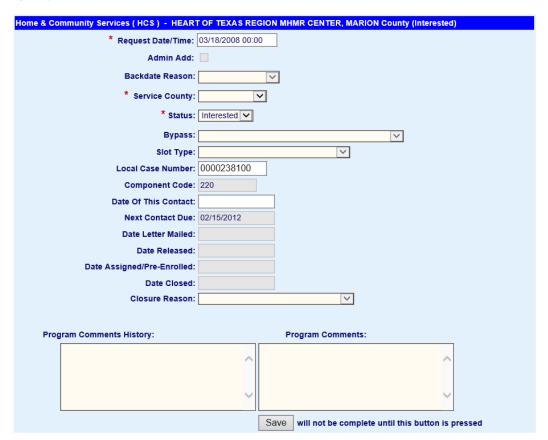
## Contacts Due As of 08/31/2023



Click the **Edit** button next to a person's Interest List ID to open the **Update Interest List** page.

#### **Update Interest List**

Update, IL121364286 interest list information



#### **Successful Contact**

If the primary correspondent has been contacted, enter the date contact was made in the **Date of This Contact** field.

The LIDDA must use the **Contact Due tool** on the CSIL Home Page to add the biennial contact information. Otherwise, the **Date of this Contact** field is not available on the **Update Interest List** page.

Enter comments in the **Program Comments** field.

Click **Save**. The **Individual Interest List Detail** page is displayed.

- If the person's CSIL record needs to be updated, follow the instructions in the <u>Update Personal Information</u> section of the user guide.
- If the person's CSIL record does not need to be updated, use the *Back* hyperlink at the top of the page to return to the **Contacts Due As of** page. The person is no longer listed on the contacts due report.

#### **Unsuccessful Contact**

If all attempts to contact the primary correspondent are unsuccessful in accordance with <u>Local Intellectual and Developmental Authority (LIDDA) Handbook</u>, do not enter a date in the **Date of This Contact** field. Skip to the **Program Comments** field and enter a comment describing the contact attempts made by the LIDDA.

Click **Save**. The **Individual Interest List Detail** page is displayed.

On the **Individual Interest List Detail** page, click **View All**. The **Individual Detail** page is displayed.

On the **Individual Detail** page, click **Update Personal Information**. The **Update Individual** page is displayed.

On the **Update Individual** page, check the **Inactive-Unable to Contact** checkbox. The **Contact Attempted** field is enabled and required. Enter the date the LIDDA determined the primary correspondent could not be contacted.

Click the **Update** button. The **Personal Detail** page is displayed. The person's **CARE Status** is **Inactive**.

**Tip**: Updating the biennial contact for the HCS or TxHmL interest list record will update both program interest list records.

#### **Deceased Discrepancy Report**

The Social Security Administration (SSA) provides the Health and Human Services Commission (HHSC) with a list of people who have been reported to the SSA as deceased. HHSC uses the report is create a **Deceased Discrepancy Report** and the system automatically checks the **Check if deceased** checkbox on the person's Community Services Interest List (CSIL) record. The local intellectual and developmental disability authority (LIDDA) must review the report to determine whether the persons listed are truly deceased.

On the CSIL home page, click the **Deceased Discrepancy Report**.

Click the **Download All** button to download the report in MS Excel format, or click on the **Interest List ID** for each record to view the **Individual Interest List Detail** page.

## **Deceased Discrepancy Report**

#### 2371 records found for the criteria

InterestList ID	Care ID	Last Name	First Name	Medicaid ID	InterestList Type	Deceased Date
IL123456789	123456	Last Name1	First Name1		CARE	01/15/2017
IL123456788	123457	Last Name2	First Name2		CARE	10/23/2014
IL123456787		Last Name3	First Name3		REGION	01/08/2008
IL123456876	123458	Last Name4	First Name4		CARE, REGION	06/03/2004
IL123456785		Last Name5	First Name5		REGION	03/06/2013
Download All will not be complete until this button is pressed						

If the LIDDA confirms the person is deceased, the LIDDA must close the person's Home and Community-based Services (HCS) and/or Texas Home Living (TxHmL) interest list record(s). Follow the instructions in the <u>Updating Interest List</u> section.

If the LIDDA confirms the person is <u>NOT</u> deceased, the LIDDA must uncheck the **Check if deceased** check box on the person's CSIL record. Follow the instructions in the <u>Updating Personal Information</u> section.

#### **Interest List Summary**

To download a program's interest list, on the Community Services Interest List (CSIL) home page, click **Interest List Summary**. The **Interest List Summary** page is displayed.

#### **Interest List Summary**

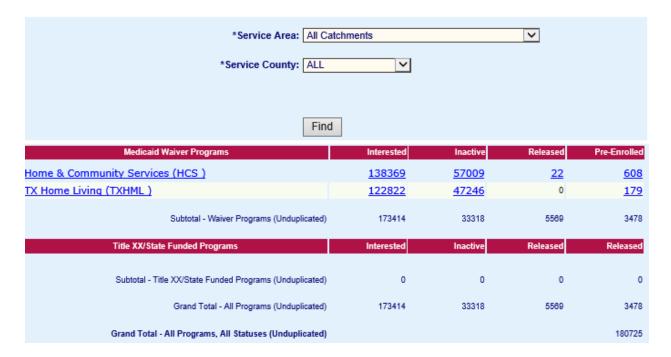


To download the statewide interest list, in the **Service Area** field, select **All Catchments**, and in the **Service County** field, select **ALL**.

To download a LIDDA's local interest list, the LIDDA can select the name of the LIDDA in the **Service Area** field. To download an interest list for a specific county, the LIDDA can select the county in the **Service County** field.

Click the **Find** button.

## Interest List Summary



Click on the program name to generate a list of people on the specific program's interest list.

Click on the number in the **Interested** column to generate a list people whose interest list status for the specific program is Interested (includes Active or Inactive records).

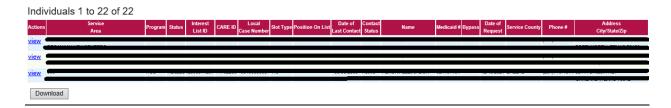
Click on the number in the **Inactive** column to generate a list of people whose interest list status for the specific program is Interested but Inactive.

Click on the number in the **Released** column to generate a list of people whose interest list status for the specific program is Released.

Click on the number to in the **Pre-enrolled** column to generate a list of people whose interest list status for the specific program is Pre-enrolled.

The **Interest List Summary Detail** page is displayed.

#### **Interest List Summary Detail**



Click **View** next to a person's name to see their **Interest List Details** page or click the **Download** button to download the report in MS Excel format.

#### **HCS Closure Reasons**

To view a list of **Closed** interest list records for a specified date range, on the Community Services Interest List (CSIL) home page, click **HCS Closure Reasons** (includes TxHmL). The **HCS Interest List Closure Reasons** page is displayed.

Enter the desired date range and click the **Find** button.

#### **HCS Interest List Closure Reasons**



The **HCS Interest List Closure Reasons Report** is generated.

#### **HCS Interest List Closure Reasons**

As of 04/17/2022 13:43 -- HCS and TXHML data as of the end of the previous business

Please enter search criteria and press Find



#### **CARE Ad-hoc Reports**

The following reports have been retired from the Client Assignment and Registration (CARE) system and are now available in the Community Services Interest List (CSIL) application.

# HC029512.W-NF/ICF Residents Under 22 Not on the HCS Interest List

The Health and Human Services Commission is required by state statute to add persons who are under 22 years old and residing in a nursing facility (NF) or intermediate care facility for individuals with an intellectual disability or related conditions (ICF/IID), including a state supported living center (SSLC) to the Home and Community-based Services (HCS) interest list. The person may choose to decline biennial contacts.

The weekly report lists each person identified by HHSC as under 22 years old and residing in an NF or ICF/IID and provides a breakdown of the number identified for each facility type as not on the HCS interest list.

On the CSIL home page, click the **HC029512.W** – **NF/ICF Residents under 22** and **Not On The HCS Interest List**.

# HC029512.W - NF/ICF Residents Under 22 and Not On The HCS Interest List



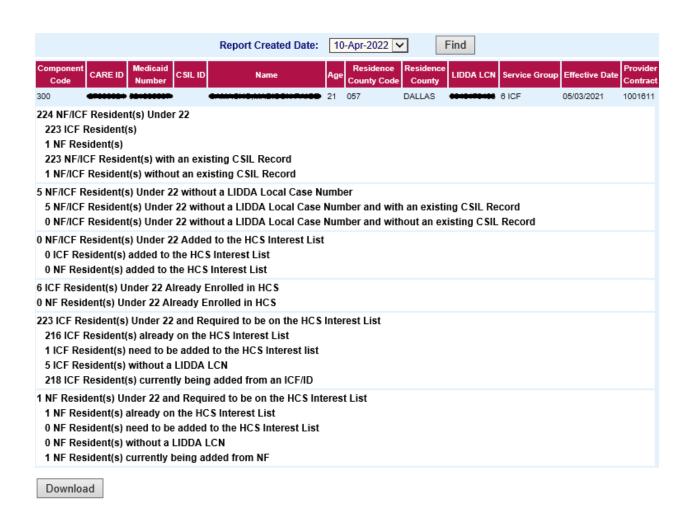
Click the **Download** button to download the report in MS Excel format.

HHSC's Information Technology (IT) Field Support staff add these persons to the HCS interest list with the facility admission date as the interest list request date.

# HC029514.W-NF/ICF Residents Under 22 Added to the HCS Interest List

On the CSIL home page, click the **HC029514.W** – **NF/ICF Residents Under 22** and Automatically Added to The HCS Interest List.

# HC029514.W - NF/ICF Residents Under 22 and Automatically Added To The HCS Interest List



Click the **Download** button to download the report in MS Excel format.

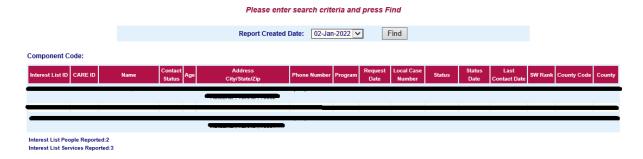
**Tip**: HHSC's Information Technology (IT) Field Support staff add these persons to the HCS interest list with the facility admission date as the interest list request date.

# HC029534.W - HCS and TxHmL Released Pending Over 60 Days

The weekly report lists each person whose slot release has been pending for more than 60 calendar days.

On the CSIL home page, click the **HC029534.W** – **HCS and TxHmL Released or Pre-enrolled for 60 Days or More** 

# Interest List Individuals in Released Status over 60 Days (Report No: HC029534)



#### **HC063675.M-Years on Interest List (HCS and TxHmL)**

The monthly report lists the total number of people on a specific interest list for based on a range of years.

On the CSIL home page, click the **HC063675.M** – **Years on Interest List (HCS and TxHmL)** 

# Individuals on HCS or TxHmL Waiting List (Report No: HC063675)



The **Report Created Date** can be used to view past versions of the report. Select the desired date from the dropdown list and click the **Find** button.

# **HC027873.W-Interest List Summary by LIDDA Service Area**

The weekly report lists the number of people on the Home and Community-based Services (HCS) interest list by LIDDA service area. It displays the number of days and days on average for each county served by the specific LIDDA.

On the CSIL home page, click the **HC0278730.W** – **Interest List Summary by LIDDA Service Area**.

# Individuals interested in HCS Waiver Services by LIDDA Service Area (Report No: HC027873)



The **Report Created Date** can be used to view past versions of the report. Select the desired date from the dropdown list and click the **Find** button.

# HC029682.W-People on the Interest List Who Prefer HCS Group Home

The weekly report lists people on the Home and Community-based Services (HCS) interest list who indicated HCS Group Home as their preferred living situation.

On the CSIL home page, click **HC029682.W** – **People on the Interest List Who Prefer HCS Group Home**.

# Individual Preference List Oldest Date First Preferring HCS Group Home (Report No: HC029682)



Click the **Download** button to download the report in MS Excel format.

The **Report Created Date** can be used to view past versions of the report. Select the desired date from the dropdown list and click the **Find** button.

The **Service Area** can be used to narrow the list to a specific LIDDA. Select the desired LIDDA from the dropdown list and click the **Find** button.

#### L61-Waiver Slot Count Summary

The report lists each HCS and TxHmL slot type. For each slot type, the report shows, the allocation, the number of slots assigned to people in pre-enrolled status, the number slots assigned to people enrolled (In-use), the number of slots remaining (Available New), and the number of slots available for HHSC to recycle (Recycle Pool).

On the CSIL home page, click **L61 – Waiver Slot Count Summary**.

To view the information for all slot types, leave the Summary Level at **Slot Type**, leave the Slot Type ID and LIDDA Code blank and click the **Find** button.

#### L61 - Waiver Slot Count Summary



#### L61 - Waiver Slot Count Summary



Click the **Download** button to download the report in MS Excel format.

The **Summary Level, Slot Type ID, and LIDDA Code** can be used to filter the report.

#### L62-Waiver Slot Count Detail

The report lists the detailed information for the L61 – Waiver Slot Count Summary.

On the CSIL home page, click **L62 – Waiver Slot Count Detail**.

Select the desired Summary Level, Slot Type ID, Summary Detail, Service Group, and LIDDA Code. The Summary Detail field must be Summary Detail to select a Summary Status. The date range is optional.

Click the **Find** button.

#### L62 - Waiver Slot Count Detail

